

JOB DESCRIPTION

JOB TITLE:	DIGITAL ADMINISTRATION ANALYST
BAND:	4
DEPARTMENT:	DIGITAL ADMINISTRATION SUPPORT
DIRECTORATE:	DIGITAL
REPORTING TO:	SENIOR DIGITAL ADMINISTRATION SPECIALIST
ACCOUNTABLE TO:	ASSOCIATE DIRECTOR – INNOVATION & TRANSFORMATION

JOB SUMMARY
<p>The Digital Administration Analyst is a key role within the Digital Administration & Project Initiation Team.</p> <p>The role is responsible for supporting the Senior Digital Administration Specialist in the delivery of a comprehensive confidential high quality administrative service to both the Senior Team and Digital Leadership Teams.</p> <p>The Digital Administration & Project Initiation Team comprises of the following functions:</p> <ul style="list-style-type: none"> • Digital Administration • Digital Project Initiation • Digital PMO • Digital Communications • Digital People Participation <p>The Digital Administrative & Project Initiation Team will:</p> <ul style="list-style-type: none"> • Act as a central point of contact regarding digital administration for the digital department • Deliver a high level of administrative support to Senior Digital Leadership team and Digital Leadership Team as directed by the Senior Digital Administration Specialist • Support the programme and projects team in scoping the proposed projects and supporting the administrative elements of the project such as ensuring project plans remain updated • In collaboration with the Communications Department, oversee communications from the digital team to the wider Trust • In collaboration with the People Participation Team represent the digital needs from a service user perspective • Work collaboratively to ensure that all team functions are met in a timely manner to support the various digital teams to meet their deadlines

KEY RESPONSIBILITIES
<ul style="list-style-type: none"> • To provide administrative support to the team working flexibly to ensure efficient and smooth running of the team • To work closely with colleagues in the team to provide a responsive service to the Department as directed by the Senior Digital Administration Specialist. • Responsible for developing own administration systems for the Department and providing day to day administrative support to the team • The post requires the ability to work on own initiative and to liaise effectively with a broad range of professions.



MAIN DUTIES AND RESPONSIBILITIES	
Performance and Quality	<p>Service Delivery and Improvement</p> <ul style="list-style-type: none"> To provide front of house cover in the absence of Reception staff To assist with the FoI process in the absence of the Senior Digital Administration Analyst To assist with the electronic room booking and desk allocation system Work collaboratively and assist the Digital Administration team, operational leads, and other colleagues to ensure service delivery Assist the Senior Digital Administration Specialist in technical projects and work programmes which impact across clinical and non-clinical areas Adopt and implement agreed service developments in line with the Directorate and Trust objectives <p>Risk Management and Governance</p> <ul style="list-style-type: none"> Support a culture within the Digital Administration team that ensures that all technical and operational employees comply with Trust policies and guidelines Adhere to departmental governance arrangements Work collaboratively with colleagues to ensure that all risks are identified and included as appropriate on the organisational risk register and are progressed appropriately to reduce the risk profile Work collaboratively with colleagues to address complaints and incidents appropriately, learning from such events to ensure that learning is achieved across the department <p>Corporate</p> <ul style="list-style-type: none"> Use specialist knowledge and experience to ensure that decisions taken are in the Trust's best interests Put the interests of the Trust before any interest to a specific area of responsibility, and to participate fully in the department's collective decision-making as a team member rather than as a functional or professional advocate Act as an ambassador for the digital administration team, ensuring the positive development of the service brand, championing the Trust's values
Financial and Physical Resources	<ul style="list-style-type: none"> The postholder will be required to have good keyboard skills and be able to utilise Microsoft applications i.e., Word and Excel. The role has no budget responsibility in relation to the management of operational activities Responsible for the safe use of equipment associated with the digital administration team.
Personal Skills and Qualities	<ul style="list-style-type: none"> Undertake annual Performance Review and Personal Development Planning. Responsible for own personal development Establish problem and propose solutions



	<ul style="list-style-type: none"> • Work independently, using own initiative and as part of a team • Communicate information and use persuasion, influencing and negotiation to achieve positive outcome • Embrace and drive change • Organise and prioritise own workload and adjust plans as required • Work flexibly to meet the demands of the role
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JOB DESCRIPTION AGREEMENT
<p>This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder.</p>

<u>Statement on Employment Policies</u>	
<p>In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-</p>	
Health and Safety	<p>Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.</p>
Equal Opportunities	<p>ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.</p> <p>For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.</p>
Dealing With Harassment/ Bullying In The Workplace	<p>The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.</p> <p>The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.</p>
No Smoking	<p>To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT</p>



	staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy. To safeguard at all times, the confidentiality of information relating to patients/clients and staff.
General Data Protection Regulation (GDPR)	To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR. As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.
Safeguarding	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
Service User and Carer Involvement	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
Quality Improvement	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional Development/Investors in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
Infection Control	Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection



	<p>Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p> <p>Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p>
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PERSON SPECIFICATION

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BAND:	4
DEPARTMENT:	DIGITAL ADMINISTRATION
DIRECTORATE:	DIGITAL
REPORTING TO:	DIGITAL ADMINISTRATION & PROJECT INITIATION MANAGER
ACCOUNTABLE TO:	ASSOCIATE DIRECTOR

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	• Educated to A-level or equivalent experience	E	S/I
	• Software application development qualification or equivalent experience	E	S/I
	• Recognised qualifications associated with the role	D	S/I
Experience	• Experience of work in an administration environment	E	S/I
	• Experience of digital within a healthcare environment.	D	S/I
	• Knowledge of applications used within an NHS or social sector setting	D	S/I
	• Experience of working with a range of staffing groups including clinicians, nursing, and managers	D	S/I
Knowledge and Skills	• Application of technology in the office i.e. email and networking.	E	S/I
	• Knowledge of general office administration	E	S/I
	• Good level of interpersonal skills, including active listening and understanding – able to elicit information from users, provide telephone support, advise, and coach staff in the use of digital.		S/I
	• Good written and spoken communication skills	E	
	• Understanding of Information Governance, Digital Security and confidentiality	E	S/I
	• Good problem-solving and fault-finding skills.	E	S/I
	• Ability to think clearly and logically.	E	S/I
	• Must be customer focused and be able to supply first class support and advice	D	S/I
	• Ability to prioritise own workload	D	S/I
	• Ability to explain technical issues in a clear and concise manner.	D	S/I
	• Knowledge of the ITIL support framework	D	S/I
	• Good working knowledge of MS Office products/Advanced keyboard skills	D	S/I



Personal	• Customer focused skills	E	S/I
	• Self motivated	E	S/I
	• Able to work independently using own initiative	E	
	• Good team player		S/I
	• Methodical approach to work	E	S/I
	• Able to concentrate in a busy multi-purpose environment when checking information and when answering queries from staff, customers.	E	S/I
	• An aptitude for dealing with complex situations	E	S/I
	• Able to handle occasional exposure to emotional circumstances within the workplace eg calls pertaining to staff/patient issues where Digital barriers need overcoming	E	S/I

S: Shortlisting I: Interview T: Test



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